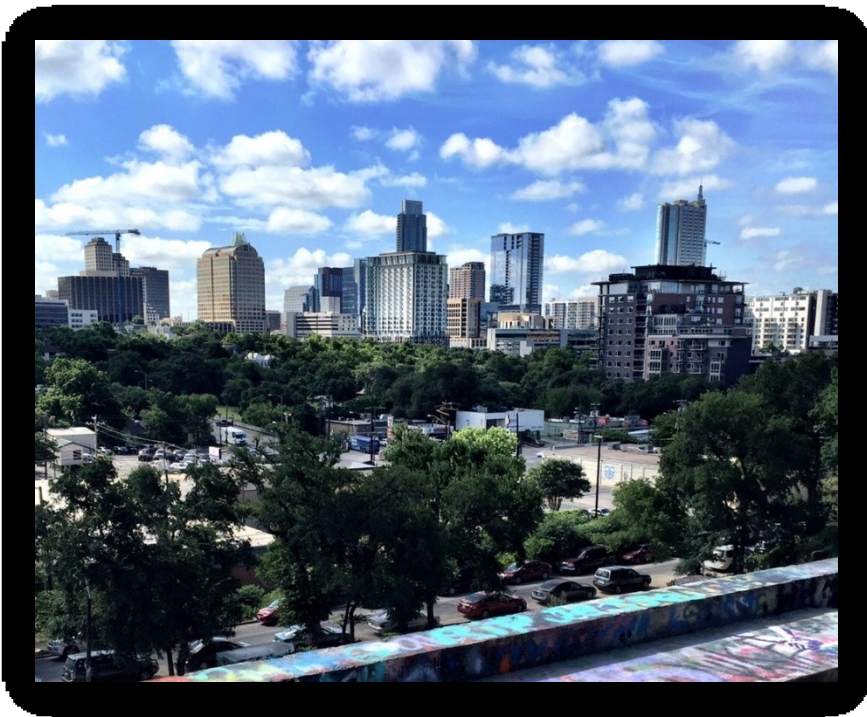


REPORT ON CUSTOMER SERVICE



2018

TEXAS BOARD OF PROFESSIONAL
GEOLOGISTS



CONTENTS

External Customers Served	3
Methods of Information Gathering	4
Performance Measures Related to Customer Service Standards	4
Tabulation	5
Survey Results	7
Analysis of Findings	9
Appendix A	11
Appendix B	13

Texas Board of Professional Geoscientists 2018 Report on Customer Service

External Customers Served

The Texas Board of Professional Geoscientists (TBPG) is responsible for protecting public health, safety, welfare and the state’s natural resources by ensuring that only qualified persons carry out the public practice of geoscience. As such, TBPG licenses Professional Geoscientists, Geoscience Firms, and Geoscientists-in-Training. Professional Geoscientists are licensed in one of three disciplines: Geology, Geophysics, and Soil Science. The Professional Geoscientist (PG) licensing process ensures the public that individuals who are licensed have met defined levels of education and experience. Professional Geoscientists are expected to practice according to a Code of Professional Conduct, as defined in TBPG rules. TBPG regulates the public practice of geoscience through its enforcement program, and also provides information and outreach to the public.

The Texas Board of Professional Geoscientists identifies as its external customers all licensed Professional Geoscientists, Registered Geoscience Firms, and Geoscientists-in-Training, in addition to other TBPG stakeholders, which may include environmental professionals, business owners, governmental agencies, academic institutions, complainants, consumer advocates, and citizens of the State of Texas.

Current Number of Licensed Professional Geoscientists:	3,935*
Current Number of Registered Geoscience Firms:	344*
Current Number of Geoscientists-in-Training:	154*
Other Stakeholders/ Unlicensed Entities:	2,555
<hr/>	
Total Identifiable External Customers:	6,988

*Current license holders as of 2/28/18

Methods of Information Gathering

Survey Methods. TBPG's Online Customer Service Survey was initially established in 2005 and has been accessible from the TBPG website since its inception. It was designed to measure the effectiveness of TBPG's customer service, including the efficiency of staff response times, ease of the complaint process, website content and ease of use, knowledge and accessibility of staff, courteousness of staff, office location and accessibility, and examination issues.

For the 2018 Report on Customer Service, an invitation to participate in the Customer Service Survey was sent out by e-mail on March 8, 2018 to 6,988 individuals who are either regulated by the TBPG, or who have subscribed to TBPG's e-mail distribution list and have expressed an interest in TBPG activities. Additionally, a notice regarding the survey was posted on the main page of the TBPG website. A total of 6,988 survey invitations were distributed, and 216 surveys were completed and received by March 30, 2018. The results of these surveys have been compiled in the following analysis. Survey questions are included in Appendix A.

Rate of Response. The total number of customers who participated in the survey was 216. Out of a total of 6,988 e-mails that were sent to TBPG's external customers regarding the survey, 216 participated for a response rate of 3%.

Performance Measures Related to Customer Service Standards

Outcome Measures

- 90% of customers surveyed expressed overall satisfaction with the services received from TBPG
- 38% of customers surveyed offered comments or otherwise identified ways to improve TBPG service delivery (Appendix B)

Efficiency Measures

- Costs related to the initial development of the Customer Service Survey were incurred in 2005. These costs were related to development of the survey and making the survey accessible to customers from the agency's website. The survey was minimally revised in 2015 to include additional areas of service; it was revised again in 2017, and a new survey tool was employed at that time. No additional costs have been incurred.

Explanatory Measures

- Number of Customers Identified: 6,988
- Number of Customer Groups Inventoried: 4

Tabulation

Survey Question	Response Numbers*					Total Responses	Response Percentages				
	Excellent	Good	Neutral	Fair	Poor		Excellent	Good	Neutral	Fair	Poor
Telephone assistance	72	40	24	5	2	143	50%	28%	17%	3%	1%
Quality of written materials	68	65	26	6	1	166	41%	39%	16%	4%	1%
Accuracy of written materials	77	58	22	3	1	161	48%	36%	14%	2%	1%
Response time to e-mail	69	44	22	3	3	141	49%	31%	16%	2%	2%
Response accuracy to e-mail	75	36	23	3	2	139	54%	26%	17%	2%	1%
Waiting time by letter	54	32	26	5	3	120	45%	27%	22%	4%	3%
Quarterly newsletters	82	64	23	7	3	179	46%	36%	13%	4%	2%
Ease of filing a complaint	30	20	30	4	3	87	34%	23%	34%	5%	3%
Timeliness of response to complaint	30	19	29	3	2	83	36%	23%	35%	4%	2%
Documentation accuracy	31	21	27	5	0	84	37%	25%	32%	6%	0%
Options for filing a complaint	32	20	28	6	0	86	37%	23%	33%	7%	0%
Would address complaints in reasonable manner	33	19	28	3	1	84	39%	23%	33%	4%	1%
Website is user friendly	73	72	37	12	7	201	36%	36%	18%	6%	3%
Accuracy of information on website	89	71	26	4	2	192	46%	37%	14%	2%	1%
Information on website is helpful	88	64	26	11	3	192	46%	33%	14%	6%	2%
Online public license search	81	54	23	5	1	164	49%	33%	14%	3%	1%
Updated Ethics Video and quiz	68	39	36	16	13	172	40%	23%	21%	9%	8%
Staff knowledgeable	93	39	12	3	1	148	63%	26%	8%	2%	1%
Staff accessible	86	40	15	4	2	147	59%	27%	10%	3%	1%
Staff courteous	101	33	10	2	2	148	68%	22%	7%	1%	1%
Staff identifiable	88	32	15	4	1	140	63%	23%	11%	3%	1%
Responsiveness of contact person	84	38	10	5	0	137	61%	28%	7%	4%	0%

Tabulation, *continued*

Survey Question	Response Numbers*					Total Responses	Response Percentages				
	Excellent	Good	Neutral	Fair	Poor		Excellent	Good	Neutral	Fair	Poor
Overall customer service	96	38	11	2	2	149	64%	26%	7%	1%	1%
Office facility accessible	34	19	30	6	1	90	38%	21%	33%	7%	1%
Office location convenient	27	13	33	6	3	82	33%	16%	40%	7%	4%
Signs at office facility	25	14	36	4	0	79	32%	18%	46%	5%	0%
Examination sites accessible	26	21	30	6	3	86	30%	24%	35%	7%	3%
Examination locations	25	21	30	7	2	85	29%	25%	35%	8%	2%
Examination frequency	25	17	33	7	3	85	29%	20%	39%	8%	4%
Online renewal process	114	59	17	6	7	203	56%	29%	8%	3%	3%
Licensee profile page	88	58	32	3	4	185	48%	31%	17%	2%	2%
Ability to specify practice area	85	54	22	6	4	171	50%	32%	13%	4%	2%
Display of disciplinary actions	68	37	33	4	3	145	47%	26%	23%	3%	2%
Online continuing education activity log	62	51	40	7	6	166	37%	31%	24%	4%	4%

*Total Responses excludes those that did not answer the question.

Survey Results

2018 Survey Results*	Excellent or Good	Fair or Poor
Staff and Communication		
Telephone assistance (rated as Excellent or Good)	78%	4%
Quality of written materials (rated as Excellent or Good)	80%	5%
Accuracy of written materials (rated as Excellent or Good)	84%	3%
Response time to e-mails (rated as Excellent or Good)	80%	4%
Response accuracy to e-mails (rated as Excellent or Good)	80%	3%
Waiting time by letter (rated as Excellent or Good)	72%	7%
Quarterly newsletters (rated as Excellent or Good)	82%	6%
Complaint Handling Process		
Ease of filing a complaint (rated as Excellent or Good)	57%	8%
Timeliness of response to complaint (rated Excellent or Good)	59%	6%
Documentation accuracy (rated as Excellent or Good)	62%	6%
Options for filing a complaint regarding services at TBPG	60%	7%
Would address complaint in a reasonable manner	62%	5%
TBPG Website		
Website user-friendly (rated as Excellent or Good)	72%	9%
Accuracy of information on website (rated Excellent or Good)	83%	3%
Information on website is helpful (rated Excellent or Good)	79%	8%
Online public license search feature (rated Excellent or Good)	82%	4%
Ethics video and quiz (rated Excellent or Good)	62%	15%

Survey Results, *continued*

2018 Survey Results*	Excellent or Good	Fair or Poor
Staff		
TBPG staff are knowledgeable (rated as Excellent or Good)	89%	3%
Staff are accessible (rated as Excellent or Good)	86%	4%
Staff are courteous (rated as Excellent or Good)	91%	2%
Staff are identifiable (rated as Excellent or Good)	86%	4%
Responsiveness of contact person (rated as Excellent or Good)	89%	4%
Overall customer service (rated as Excellent or Good)	90%	2%
Office Facility		
Office facility is accessible (rated as Excellent or Good)	59%	8%
Office location is convenient (rated as Excellent or Good)	49%	11%
Office signs (rated as Excellent or Good)	49%	5%
Examination Sites		
Examination sites are accessible (rated as Excellent or Good)	55%	10%
Examination location (rated as Excellent or Good)	54%	10%
Examination frequency (rated as Excellent or Good)	49%	12%
TBPG Online Account		
Online renewal process (rated Excellent or Good)	85%	9%
Licensee profile page (rated Excellent or Good)	79%	4%
Ability to specify practice areas online (rated Excellent or Good)	81%	6%
Display of disciplinary actions online (rated Excellent or Good)	72%	5%
Online CE Activity log (rated Excellent or Good)	68%	8%

*Percentage totals here include responses of "Excellent," "Good," "Fair," and "Poor," but not ratings of "Neutral"

Assessment

Analysis of Findings: In evaluating the results of the survey, it can be noted that positive results were noted in several areas of customer service, including the following:

- 91% rated TBPG staff as courteous
- 90% viewed positively the overall customer service
- 89% rated TBPG staff as responsive
- 89% viewed TBPG staff as knowledgeable
- 85% viewed positively the online license renewal process
- 84% rated favorably the accuracy of written materials
- 83% viewed the information on the website as accurate
- 82% rated favorably the online public license feature

The positive results in these areas illustrate TBPG's ongoing commitment to customer service excellence. Agency staff have streamlined agency functions and processes in recent years. TBPG has improved its online license renewal functionality with continuous improvements and refinements to its state of the art regulatory database. Refinements to the agency website have facilitated the accessibility of online information for the benefit of TBPG licensees and the general public. Additionally, Executive Director Charles Horton has been sending out quarterly newsletters by e-mail in order to communicate to all interested individuals regarding TBPG meetings and Board activities. This is an effort to keep the licensees and the general public informed regarding Board activities and other pertinent information. TBPG is proud of its accomplishments in providing prompt, effective, and consistent customer service to individuals and entities it regulates, and is proud of the service it provides to the State of Texas and its citizens.

TBPG has noted a need for improvement in the following areas:

- Sixty-two percent (62%) of respondents viewed the TBPG ethics video and quiz favorably. That percentage is relatively low, considering that 15% of the respondents rated it as "fair" or "poor." An update to the video and quiz could be considered in order to increase the percentage.
- Sixty-eight percent (68%) rated positively the online continuing education activity log. Twenty-four percent (24%) of respondents rated the online log as "neutral," and eight percent (8%) of respondents rated it as either "fair" or "poor." Improvements to the online continuing education activity log could be made in order to increase its functionality.

Assessment, continued

- It is noted that actual response rate related to knowledge about TBPG's complaint handling process is low. Only 84 individuals out of the 216 respondents (approximately 39%) answered questions related to how they view TBPG's handling of complaints. TBPG is not surprised by this response rate. In general, licensees are not very interested in the complaint process unless the licensee has an interest in filing a complaint or a complaint has been filed against the licensee.
- Low response rates and low ratings were noted related to TBPG's office facility (accessibility, convenience, and use of signs). TBPG is assigned office space by the Texas Facilities Commission. The assigned office space is suitable, but it is in downtown Austin. It is not feasible at this time for TBPG to consider moving TBPG's office location.
- Low response rates were also received related to TBPG's examination sites (accessibility, convenience of location, and frequency). With regard to the ASBOG® licensing examination, this is a national exam proctored twice per year. In Texas, it is administered by TBPG staff on specific dates set by ASBOG®. TBPG is unable to change the frequency of the administration of this exam. TBPG does, however, make every effort to identify cost effective examination sites that are convenient, accessible, and that provide a good testing environment (i.e., low noise level, good lighting, adequate work space, etc.). Staff will continue to explore options to provide the best examination locations and environments possible.

TBPG staff will continue to consider the 2018 Report on Customer Service, and will seek ways to improve services to TBPG customers. Staff will also review the specific customer feedback in the submitted survey comments in order to seek clarification on ways to improve TBPG services.

Additionally, TBPG's Appointed Board has reviewed this report and will work with staff to implement improvements to its customer service.

Appendix A

Survey Questions

I. Licensing

I am currently licensed under:

- Geology
- Geophysics
- Soil Science
- Firm
- Geoscientist-in-Training
- I am not licensed

II. Staff and Communication

Communication, Timeliness, Printed Materials

(Rating scale: 1 = Poor, 2 = Fair, 3 = Neutral, 4 = Good, and 5 = Excellent)

Please answer only those questions that apply to your experience with TBPG.

No response means "not applicable."

Telephone assistance (e.g., time on hold, accuracy of response)

	1	2	3	4	5
Quality of written materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy of written materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Response time to e-mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Response accuracy to e-mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting time by letter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quarterly newsletters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Complaint Handling Process

	1	2	3	4	5
Ease of filing complaint regarding TBPG services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness of response to complaint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Documentation accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Options for filing a complaint regarding TBPG services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TBPG would address complaints in a reasonable manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TBPG Website

	1	2	3	4	5
Website is user friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy of information on website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on website is helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online public license search feature	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TBPG ethics video and quiz	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Staff

	1	2	3	4	5
Knowledgeable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Identifiable (e.g. identify themselves on the phone)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsiveness of contact person(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Office Facility

	1	2	3	4	5
Office is accessible during reasonable hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Office location is convenient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Signs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Examination Sites

	1	2	3	4	5
Exam locations are accessible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location of exams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exam frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

III. TBPG Online Account

	1	2	3	4	5
Online License Renewal process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Licensee online profile page	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to specify practice area(s) online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Display of disciplinary actions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online Continuing Education Activity log	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

IV. Please comment on any other issues that would help us serve you better. Include an e-mail address if you would like to be contacted.

Appendix B

From a total of 216 respondents, 81 individuals (38%) offered comments or identified ways to improve TBPG service delivery. Comment areas and the number of comments per area received are included below.

Comment area	Comments Received
Staff is excellent and helpful	4
Survey is poorly designed; many questions don't apply to me	10
TBPG is doing a good job	7
Annual fee is too expensive	4
The online system for renewal is difficult to use	1
Ethics video presentation should be updated; and have straightforward questions	8
Don't agree with waivers for the licensing exam	1
Would like to see more options for CE hours on website	1
Very happy with support provided by staff	5
Would like to see an "inactive" or "retired" status with reduced fees	3
TBPG is serving in the best interest of the state and its citizens	2
Logging CE online is difficult	2
TBPG provides important resources on the website	1
Broken link on the GIT page	1
Don't like the disciplinary actions listings for minor infractions	1
You are a taxing bureaucratic waste	2
Sent cease and desist letter to me after I informed you I was retiring	1
I had technical difficulties trying to access the ethics video	2
Good online renewal process	1
No problems with interactions with TBPG	2
TBPG is very efficient	1
Great personal customer service	2
Website needs a total overhaul	1
Newsletter needs to be modernized in format	1
Polite, professional and friendly customer service	2
Excellent presentation by Mr. McCoy in Houston, December 2017	1
Retired and didn't renew my license	1
Streamline agency payments for license renewals	1
Appreciate the enforcement on those not doing CE	1
Appreciate your effort to obtain reciprocity with other states	1
I don't like that waivers of the exam are given	1
Firms should be required to have a PG on staff	1
Disappointed in the Board (for the previous two comments above)	1
I would like more options for obtaining the ethics requirements	1
Had some confusion about the CE audit timeframe	1
Would like to see more online short courses or videos, education materials, etc	1
Staff are accessible and extremely helpful	1
PG Application instructions were a little confusing, but staff were a great help	1
Thanks for your help when I was audited for CE and needed more time to respond	1
Thank you for sending out renewal reminders	1
TOTAL	81



For more information, please contact:

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